



03CO #3

PATENT  
Docket 075.0001

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application for  
A. Lee, et al.  
Serial No.: 09/826,121  
Filed: April 4, 2001  
For: **METHOD, SYSTEM, AND  
PROGRAM FOR CUSTOMER  
SERVICE AND SUPPORT  
MANAGEMENT**

Examiner: --

Art Unit: 2171

**CERTIFICATE UNDER 37 CFR 1.8:**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner of Patents, Washington, D.C. 20231 on June 1, 2001

Richard Yoon

Richard K. Yoon

RESPONSE TO NOTICE TO FILE CORRECTED APPLICATION PAPERS

Assistant Commissioner of Patents  
Washington, D.C. 20231

Dear Sir:

As per the Notice to File Corrected Application Papers sent on May 9, 2001, please find enclosed twenty two (22) sheets of substitute drawings in compliance with 37 CFR 1.84 for the above referenced application as well as the requested copy of the Notice.

Sincerely,

Dated: June 1, 2001

By: Richard Yoon  
Richard K. Yoon



## UNITED STATES PATENT AND TRADEMARK OFFICE

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COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
[www.uspto.gov](http://www.uspto.gov)

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/826,121	04/04/2001	Andy Ming Lee	0075.0001

**CONFIRMATION NO. 2317**  
**FORMALITIES LETTER**

Richard K. Yoon  
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\*OC000000006057141\*

Date Mailed: 05/09/2001

**NOTICE TO FILE CORRECTED APPLICATION PAPERS**

***Filing Date Granted***

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
  - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

*A copy of this notice MUST be returned with the reply.*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE